

UNCLASSIFIED

APPENDIX A

SPECIFIC INSTRUCTIONS AND
SOW FROM RFP

UNCLASSIFIED

Request for Proposal

RFP 23-81A

Software Maintenance Support

II - SPECIFIC INSTRUCTIONS

2.1 INTRODUCTION

These instructions are offered to assist the offeror in the preparation of a proposal in response to this request for documentation and software maintenance support for a collection of non-related computer applications. The following should help the offeror to respond in a manner that will assist the Agency in determining the offeror's relative ability to satisfy the requirements more fully defined in the "Statement of Work" (SOW), Section III. These instructions are not intended to restrict the offeror's proposal effort. Questions relative to these instructions should be directed to the Contracting Officer pursuant to the instruction of the "Cover Letter" to this "Request for Proposal" (RFP).

2.2 EVALUATION FACTORS AND CRITERIA

The primary consideration in determining to whom the award shall be made is which offeror can perform the contract in the manner most advantageous to the Government, price and other factors considered. Proposals received in response to this solicitation shall be evaluated by considering in decreasing order of importance the following technical and management factors. For evaluation purposes the cost/price factor is of less importance than the combined technical and management factors.

2.2.1 TECHNICAL AND MANAGEMENT FACTORS

The offeror's proposal will be evaluated to determine the extent to which the offeror understands the requirements identified in the Statement of Work and the technical approach proposed to accomplish those requirements. Areas to be evaluated include the following:

- a. Staffing plan to contain evidence of capabilities and experience of key individuals and their commitment to the project. Capabilities and experience of other support individuals, including replacement personnel will also be evaluated.
- b. Corporate experience and ability to perform Software Technology Support.
- c. Evidence of understanding the work to be performed; i.e., task definition and scheduling.

d. Corporate understanding of Software technology within the context of the Statement of Work (SOW).

e. Corporate experience in managing similar efforts, including arrangement of supervisory responsibilities and lines of authority.

f. Methodology proposed for actually performing the SOW.

2.2.2 COST/PRICE FACTORS

In terms of relative value, the cost/price factor is of less importance than the combined technical/management factors. Accordingly, cost or price, while being an important factor is not in and of itself the determining factor in the selection of the successful offeror for award of the contract contemplated by this solicitation. The weight to be accorded to this factor will be determined after the relative merits of the proposals from a technical and management viewpoint have been established and the significance of differences in this regard have been evaluated.

2.3 EVALUATION PROCEDURES

Proposals received in response to this "Request for Proposal" shall be evaluated as follows:

2.3.1 DETERMINATION OF COMPETITIVE RANGE

The initial evaluation of proposals shall be for the purpose of determining the competitive range. The competitive range shall be determined on the basis of price or cost, technical and other salient factors, and shall include all proposals which have a reasonable chance of being selected for award. The sponsor may discontinue the evaluation of any proposal which is unacceptable because:

- (a) it does not represent a reasonable initial effort to address itself to the essential requirements of the "Request for Proposal," or clearly demonstrates that the offeror does not understand the requirements of the "Request for Proposal;"
- (b) a substantial design deficiency is inherent in the proposal and sufficient correction or improvement to consider the proposal acceptable would require virtually an entirely new technical proposal; or
- (c) it contains major deficiencies or out-of-line cost which discussion with the offeror could not reasonably be expected to cure.

It is particularly important that offerors recognize the initial evaluation of their proposals and the initial determination of competitive range which will be made upon a review of the written proposals only, plus some independent investigation that may be made with regard to price proposals by audit representatives of the sponsor, and with regard to offerors' past experience and performance. Offerors are therefore cautioned to make certain that their written proposals properly reflect their ability to satisfy the requirements of this solicitation.

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In instances "a" and "b," above, each Offeror involved shall be promptly notified that his proposal is no longer to be considered for contract award, stating the reason that the proposal was unacceptable or determined not to be within the competitive range, as appropriate. In the third instance, each Offeror involved shall be promptly notified, stating the reason that the Source-Selection Authority has selected the specified Offerors for final contract negotiation. In the event two or more Offerors are so selected, the unsuccessful Offeror(s) shall similarly be notified after final selection of the one Offeror.

In any of the three instances, if any Offeror so requests (in writing), the Offeror shall be accorded a formal debriefing after final Contractor selection, but usually before award.

2.5 PROPOSAL FORMAT

Proposals in five copies are to be submitted with a cover letter (reference paragraph 2.5.1) and include, minimally, the following information in two volumes:

- a. Technical and Management Information, to include Experience, Past Performance, and other factors. (reference paragraphs 2.5.2 and 2.5.3)
- b. Cost Information (reference paragraph 2.5.4)

2.5.1 COVER LETTER

A cover letter is to be attached to each proposal, and should include the certifications referred to in Section V, "Certifications." The letter also should include the following information and be signed by an official authorized to contractually commit your company:

- a. Names and phone numbers of persons authorized to negotiate this proposal and of persons to be contacted for clarification or questions relating to this proposal.
- b. Statement that the proposal is firm for a period of not less than 90 days from the proposal due date.
- c. Complete business address, including county, of your firm; the corporate name to be used on any resultant contract and the remittance address, if different from that above; if this name does not identify a "parent company" or sponsoring "corporation" name, also provide such identity, as appropriate.
- d. Statement as to the acceptance of the anticipated contract provisions and proposed contract schedule, or specific exceptions taken to any of the terms and

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- d. Statement as to the acceptance of the anticipated contract provisions and proposed contract schedule, or specific exceptions taken to any of the terms and

conditions specified herein.

- e. Executive summary should include the summation of significant points of the proposal including, but not limited to, cost figures, and company qualifications.

2.5.2 TECHNICAL INFORMATION (Volume I, Part 1)

A narrative defining your understanding of the various needs of this procurement as outlined in the SOW. Include in the discussion any exceptions that you take to the SOW together with the rationale for the exception. Technical information shall be included within the technical section of your proposal, to include the following:

- o Offeror's understanding of the work to be done in response to the SOW. Use clear, concise terminology to specifically address the issues, avoiding generalizations such as "...the specification shall be complied with..."
- o The Offeror's description of the typical approach to design analysis, error analysis, fault isolation, coding, integration and testing, code reading, incorporating the sponsor's standards of programming and documentation, and interfacing with an operational system environment.
- o Sample documentation as indicative of previous performance.

2.5.3 MANAGEMENT INFORMATION (Volume I, Part 2)

Your proposed management plan shall outline management functions and overall approach to integrate these functions. In the management plan, include a proposed plan for the initial staffing, showing the times each staff member is planned to be assigned to the full-time staff, measured in days after contract award notification; also, provide the estimated number of man-hours to be expended against the contract by each staff member during the term of the contract. Include project organization, supervisory responsibilities, and lines of authority, including home office visibility, as well as work control procedures, training plans, reports control, and approach to phase-in (contract start).

Security Management Plan. A narrative confirming that the contract personnel performing any classified work under this contract are on the Agency's premises and that all classified material will

be generated and maintained in accordance with Agency regulations.

2.5.3.1 Resumes and Other Applicable Information About Proposed Personnel

A resume for each of the key personnel shall be provided. It is mandatory that you also provide resumes of personnel identified for other positions. The degree of commitment to your company and to the requirements of the SOW should be stated. The rationale for your choice of which positions are key shall be discussed.

If employment on Government contracts is indicated within the past three years for any proposed, key personnel, the name(s) and telephone number(s) of the Contracting Officer's Technical Representative(s) COTR's are to be included in the resumes.

2.5.3.2 Corporate/Offeror Experience

At a minimum, the Offeror's experience and past performance discussion should include:

- a. A list of similar Government and industry contracts in excess of \$50,000 each, received in the past three years or currently in negotiation in which performance of work similar to that described in this RFP was pursued, showing contract numbers, Government agency or industrial client, type of contract, brief description of the work for each such effort, and name and telephone of COTR.
- b. For each cost-type contract, specify and explain the amount of cost growth, if any. In the explanation, provide cost growth resulting from extensions to the period of performance, from work added to the scope, and from performance that cost more than predicted or estimated.
- c. Identify and explain any terminations for default.
- d. List the date of the most recent reviews of your management systems (i.e., procurement, accounting, property, estimating). Data should identify the type of review, including the results of the review, the cognizant Government Agency making the review, systems approval if any, and the latest date of a system approval.

2.5.4 COST INFORMATION

The proposed cost shall consist of a presentation of cost and pricing data covering work to be accomplished in accordance with the SOW (Section III).

2.5.4.1 GENERAL COST REQUIREMENTS

The Offeror's cost information shall contain sufficient factual data to support the technical and management aspect of its proposal. As a minimum, furnish the following:

- o Explanation of all costs to include supporting data for all direct, indirect and any special costs, in the cost/pricing proposal.

DD Form 633 must be completely and separately executed for each of the three periods (basic contract and the two option periods) including the reference column which shall identify the supporting cost or pricing data submitted and attached to the form. If the form is locally reproduced, care should be taken that the reverse side is also reproduced. As a minimum the submitted data will include the following:

a. Direct Labor

Complete labor breakout by skill category, quantity and proposed hourly rates for each line item.

Indicate source and construction of proposed rates or if Government approved rates for forward pricing were utilized. If the latter is applicable, give dates of last negotiation, name and address of the Government Agency approving rates for forward pricing; and submit copies of documents.

Indicate the number of productive hours/year on which the labor rate is based. Describe accounting and estimating procedures for vacation, sick leave, holidays, etc. Indicate estimated number of days for each paid leave category and basis therefore.

Furnish the company overtime policy, including who is paid overtime and overtime premiums.

b. Overhead and Other Indirect Costs

Attach the latest overhead projection showing the details used in the computation of the rates; i.e., dollar amounts for the various accounts comprising the overhead pools. Provide information on the allocation base and show the rate calculation for each year involved. Provide the appropriate rates for furnishing services at the Government's facility.

Attach a similar G&A schedule (as above) showing the basis used in that rate computation for each year involved.

If a recent audit has been made of your overhead and G&A by any government agency, state by whom the audit was made, when, the rates found and the period for which they are effective. If proposed rates are significantly different, state why. Give name, address and phone number of government agency performing the audit. For subsequent periods, provide your projected overhead and G&A rates.

c. Other Direct Costs

In addition to the above data on labor and burden rates, attach schedule itemizing any other direct costs which are applicable to this procurement. Indicate the reasons for these costs and the basis of computing the dollar amounts.

2.6 GENERAL INFORMATION

The Government contemplates award of any resultant contract on Cost-Plus-Fixed-Fee basis as defined in DAR 3-405.6.

2.6.1 GOVERNMENT FURNISHED PROPERTY AND SERVICES TO BE PROVIDED

The contractor will be furnished certain property and services on-site at an Agency location and shall have access to certain on-site computer equipment in performance of the contract work. The property, services, and representative computer equipment are as follows:

- o Office space
- o Local telephone
- o Desks, tables and materials required to accomplish the work
- o All computer supplies
- o Janitorial services, security and building maintenance, and support services, such as reproduction
- o Adequate municipal utilities such as water, electricity, and sanitation
- o Access to CRT and Hard Copy Terminals, Remote Printers and Card Readers
- o Secure storage for classified materials
- o Parking on a non-reserved basis

2.6.2 DEPARTMENT OF LABOR WAGE INFORMATION

The contractor will furnish wage information for each labor category proposed under this solicitation, UNLESS the contractor certifies that the individuals assigned under this contract are exempt from coverage under the Services Contract Act of 1965, as amended, and further certifies that any individual performing a service under this contract is employed in a bona fide executive, administrative or professional capacity as defined in Part 541 of Title 29, Code of Federal Regulations.

3.0 STATEMENT OF WORK FOR AGENCY
SOFTWARE ENGINEERING METHODOLOGY, STANDARDS
AND GUIDES DEVELOPMENT

3.1 BACKGROUND

There are within the Agency several major organizations which have responsibilities for software development. In the absence of Agency-wide Software Development Standards, Guides, and Practices, each organization has developed its own, with varying degrees of coverage.

An Agency Task Force was formed to study this matter of Software Development. The Task Force concluded that there are significant advantages to be gained from adopting Agency-wide Software Engineering Standards covering the various phases of the Software Engineering Cycle. The benefits to derive from such standards were listed as:

- a) A more disciplined approach resulting in improved productivity and management controls.
- b) Assurance that the proper analysis and review is performed so that appropriate Agency managers can be made more aware of the scope and status of new systems.
- c) Provide better communication between the various software development groups and user groups in the Agency.
- d) Provide a basis for easing the software maintenance burden.
- e) Provide a uniform approach for Software Acquisitions.

The Task Force, in recognition that Standards development and promulgation is a continuous activity, demanding support and participation from affected organizations, recommended that a Committee be formed. Such a Committee has since been formed, with Agency-wide representation, with responsibility for:

- a) Formally issuing software engineering standards
- b) Periodically reviewing these standards
- c) Investigating the need for other standards

Standards will eventually cover all software written both within CIA and by outside contractors.

3.2 SCOPE

The Agency plans to develop a set of Policy, Standards, and Guide Documents (hereafter referred to as Standards) for the software acquisition process; the documents will address both internal and contracted acquisitions. The Standards will cover all phases of the Software Engineering Cycle, i.e., Definition, Design, Implementation, Testing, and Operational phases. The Standards are to encompass management practices as well as the technical practices.

This Statement of Work defines the first phase of developing and promulgating a set of Standards. The tasking assumes a contractor effort working in conjunction with an Agency Committee.

The contractor shall designate two senior individuals, acknowledged in the industry to have expertise in software development technology and software acquisition management, to support this effort over a 12-month time frame. Other individuals available for consultation shall also be identified. This first phase is to be completed over a period of 12 months, commencing October 1, 1981.

Contractor activities shall generally include:

- o Participation in semi-monthly meetings with Committee members to discuss, plan, and review project activities.
- o Researching and reporting on selected technical issues identified by the Committee and the Contractor. These may include obtaining comparable studies by other organizations, as well as conducting new studies.
- o Synthesizing the information generated in the project into a finished set of Standards Documents.

3.3 SPECIFIC TASK DESCRIPTIONS

3.3.1 REVIEW OF CURRENT PRACTICES

The purpose of this task is to review extant Standards/Practices within the Agency, DOD, NBS, and elsewhere as appropriate, to determine applicability, and to further definitize the approach and plan for developing Agency Standards. The output of this task shall be a paper which summarizes the review and presents recommendations for factoring extant Standards/Practices into the process of developing Agency Standards.

3.3.2 REFINE APPROACH AND PLAN

The Project Plan is to be revised to reflect the refined approach and plan for completing the first phase of Software Standards development. Knowledge and agreements obtained from task 3.3.1 are to be reflected in the Plan.

3.3.3 DEVELOP TOP-LEVEL SOFTWARE ENGINEERING DOCUMENT

The contractor shall work in conjunction with an Agency Committee to develop and produce a Top-Level Software Engineering Document (Policy Manual). This document shall relate policy to software life cycle phases, reflecting on requirements for Management Review, Project Initiation, Design Reviews and Audits, Documentation Requirements, Configuration Management, Test and Validation, and Quality Assurance. Identification of, and requirements for, specific Standards and Guides to be developed in later tasks, shall be included. The contractor shall be responsible for writing sections of this document, and for integrating all sections into a cohesive document.

3.3.4 DEVELOP SPECIFIC STANDARDS AND GUIDES

The Top-Level Software Engineering Document produced in task 3.3.3 is to serve as a requirements definition for specific Standards and Guides Documents. The contractor shall synthesize Agency inputs with his own concepts and expertise

to produce sections of these documents; he shall further integrate all documents produced by the project into a cohesive set. The contractor will meet regularly with the Agency Committee to discuss and review intermediate results and receive guidance. Specific Standards or Guides to be produced include:

- o Software Requirement Specifications
- o Software Design Specifications
- o Test and Integration Plans and Procedures
- o Acceptance Test Plans and Procedures
- o User Manuals
- o Configuration Management
- o Software Project Plan

The contractor shall support the review and reconciliation process to gain acceptance and approval by user organizations.

3.3.5 DEVELOP TRAINING PLAN

The contractor shall support the Committee in developing a training plan which will be designed to train management and technical personnel on the reasons for the Standards and Guides, and their intended use. The contractor shall document this plan.

3.4 DELIVERABLES

3.4.1 REVIEW OF CURRENT PRACTICES REPORT

SOW Task Reference	3.3.1
Date of First Submission	2 mos. after start
Number of Copies	12

3.4.2 REFINED PROJECT PLAN

SOW Task Reference	3.3.2
Date of First Submission	2 mos. after start
Number of Copies	12

3.4.3 POLICY MANUAL

SOW Task Reference	3.3.3
Date of First Submission	4 mos. after start
Number of Copies	6

3.4.4 STANDARDS AND GUIDES

SOW Task Reference	3.3.4
Date of First Submission	7 mos. after start
Number of Copies	6
Date of Second Submission	9 mos. after start
Date of Third Submission	11 mos. after start

3.4.5 TRAINING PLAN

SOW Task Reference	3.3.5
Date of First Submission	6 mos. after start
Number of Copies	6

3.4.6 MONTHLY STATUS REPORT

Number of Copies	6
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